

XVI. SYSTEMS MANAGEMENT

PURPOSE: *This guidance outlines procedures for Systems Management services provided by Civilian Personnel Flights (CPFs) and Air Force Personnel Center (AFPC).*

1. System Control/Performance:

- a. Opening System: CPFs will not process actions until AFPC has informed CPFs system is ready for use.
- b. Processing systems Oracle HR releases:
 - 1) AFPC coordinates with CPMS and Lockheed Martin for loading Oracle HR releases. CPMS will schedule loading of the releases. AFPC informs CPFs of successful load of system releases. CPFs will print documentation for releases for local use.
- c. Monitoring response times and system usage:
 - 1) CPFs: Monitor locally caused downtime, response times, and system usage. Coordinates additional on-line time, processing of on-line and other requirements with AFPC. (CPFs contact AFPC Personnel System Manager (PSM), not - LM or DSTI monitors.)
 - 2) AFPC: Informs CPFs of scheduled downtime, such as for release loads, periodic maintenance, etc. Monitors system-wide downtime and informs CPFs; arranges for additional on-line time and maintains contact with DSTI monitors.
- d. Daily processing schedule:
 - 1) CPFs: Coordinate with AFPC on any special processing requirements.
 - 2) AFPC: Establishes a daily processing schedule.
- e. Processing CPF generated mass updates.
 - 1) CPFs: Coordinates with AFPC to have mass updates read into Modern DCPDS, correct and re-enter rejected transactions.
 - 2) AFPC: Processes mass updates and provides rejects to CPFs for correction and re-entry.
- f. Monitoring daily file maintenance:
 - 1) CPFs: Assist AFPC, as required, in resolving file maintenance problems.

2) AFPC: Monitors daily file maintenance and ensures discrepancies are corrected.

g. Closing and securing system:

1) CPFs: Close terminals and ensures no unauthorized access.

2) AFPC: Schedules system closing with LM and advises CPFs.

2. Tables (Modern DCPDS/PC-III):

a. Maintaining local tables:

1) CPFs: Provide information to AFPC to update local tables 30 and 76.

2) AFPC: Validates/creates/schedules/maintains local table updates.

b. Maintaining Organizational hierarchy:

1) CPFs: Notify AFPC if new PAS codes need to be added.

2) AFPC: Validates PAS against worldwide PAS table. Submits adds/deletes/changes to the DOD hierarchy to CPMS for update.

c. Maintaining central tables:

1) CPFs: No action.

2) AFPC: Ensures central tables are current. Monitor pay tables to verify additions/changes.

3. Coordination:

a. Maintaining effective relationships with DSTI or LM:

1) CPFs: Coordinate all communications for DSTI or LM with AFPC; for OCONUS locations, coordination may occur after communication with DSTI or LM has been initiated.

2) AFPC: Maintains effective relationships with DSTI or LM; communicates any CPF special requirements to LM; informs CPFs on LM information.

b. Maintaining effective relationship with GSA and other MPF/AFPC/CPF/HRO systems managers:

- 1) CPFs: Maintain effective relationships with counterparts and AFPC PSM.
- 2) AFPC: Maintains effective relationships with counterparts and CPF POCs.

4. Products:

- a. Controlling product distribution and availability:
 - 1) CPFs: Ensure product requirements are known to AFPC.
 - 2) AFPC: Determines control product distribution and availability between CPFs and AFPC.
- b. Printing, reviewing, and distributing computer products:
 - 1) CPFs: Print and/or distribute Business Objects and Microsoft Access reports and locally requested Report Individual Person (RIP) products.
 - 2) AFPC: Provides products to CPF through product distribution or other electronic means when necessary.
- c. Ensuring all products delivered directly to activities outside CPFs are released in compliance with the Privacy Act:
 - 1) CPFs: Protect Privacy Act information delivered to activities outside CPF.
 - 2) AFPC: Protects Privacy Act information delivered to activities outside AFPC.

5. System Problems/Rejects:

- a. Researching, validating, and reporting system problems:
 - 1) CPFs: Report system problems to AFPC. Provide documentation (screen shots) if requested.
 - 2) AFPC: Identifies, researches, validates, and reports system problem; maintains a log of problem reports submitted.
- b. Monitoring recovery procedures:
 - 1) CPFs: No action.
 - 2) AFPC: Monitors and coordinates with LM recovery procedures.
- c. Ensuring all rejects are promptly researched and corrected:

1) CPFs: Promptly researches and corrects rejects that occur during the processing of on-line transactions and that result from locally created re-entry disk.

2) AFPC: Promptly researches and corrects all processing rejects and coordinates with CPFs in correcting those rejects that require CPF assistance.

d. Processing and monitoring reconciliation:

1) CPFs: Assist AFPC with payroll reconciliation when needed.

2) AFPC: Processes reconciliation payroll and personnel systems. Distributes resulting products to AFPC servicing team or to IPC.

e. Running and maintaining quality control products:

1) CPFs: Assist AFPC, as required, in resolving database accuracy.

2) AFPC: Responsible for quality control of the DCPDS database; ensures database quality control products are run and maintained; monitors accuracy of DCPDS data.

6. Data Manipulation:

a. Uses microcomputers to support CPFs:

1) CPFs: Develop/use personal computer applications to support resource management and other programs for CPFs.

2) AFPC: Develops areas for use by AFPC.

b. Maintain corporate documents library:

1) CPFs: Input, change and/or delete locally created reports.

2) AFPC: Maintains library of corporate documents; deletes similar reports; identifies new requirements.

c. Use Business Objects and Access queries to support CPF:

1) CPFs: Develop base-unique Business Objects and Access queries (products that require coordination with local supervisors, managers, or CPF personnel).

2) AFPC: Develops and maintains Business Objects and Access queries for AF-wide products and supports AFPC personnel. Assists CPFs in writing queries when necessary.

d. In response to problems identified and described by functional areas, produces useful products or solutions:

1) CPFs: Produce useful computer products or solutions for local problems.

2) AFPC: Provides solutions for problems identified by functional areas in AFPC and CPFs.

7. Management Advisory Service:

a. Advises Civilian Personnel Officers (CPOs) and functional chiefs of ways to exploit the system; both AFPC and CPFs are responsible for advising Management, CPOs, and functional chiefs on ways to use computer resources to support the CPF mission.

b. Promotes efficient use of system by monitoring processing requirements.

c. Recommends logical priority of processing when requirements exceed available resources:

1) CPFs: No action.

2) AFPC: Recommends ways to utilize limited computer resources.

d. Both AFPC and CPFs are responsible for advising management, CPOs, and functional chiefs of system changes, system problems, and ways to work around problems until they are resolved.

e. Evaluating system change recommendations:

1) CPFs: Evaluate/forward system change recommendations proposed by functional areas within the CPF to the MAJCOM for submission to AFPC.

2) AFPC: Evaluates recommendations proposed by CPFs, determines whether problems affect other CPFs, forwards recommendations through appropriate channels. Maintain a log of all DCPDS Workarounds.

f. Maintain current contingency plan, Office Instructions (OIs), and checklists:

1) CPFs: Maintain a current contingency plan, OIs and checklists for local catastrophes.

2) AFPC: Maintains a current contingency plan, OIs, and checklists for failure at AFPC.

g. Ensure installation employees and line managers are aware of Modern DCPDS capabilities:

- 1) CPFs: Ensure maximum use of Modern DCPDS to satisfy local data reporting and inquiry requirements.
- 2) AFPC: No action.

8. Systems Administration:

a. Logins:

- 1) Server Logins: CPFs and Lockheed Martin create and maintain all appropriate server user-Ids at the CPFs.
- 2) Oracle HR Logins: AFPC creates and keeps current inboxes and user accounts.
- 3) CSU Logins: CPFs create and maintain local CSU logins.
- 4) Business Objects Logins: AFPC creates and maintains BO user accounts.

b. Refreshes: Lockheed Martin and AFPC maintain and processes refreshes to the CSU servers. AFPC notifies CPF Systems Administrator of Oracle HR and other AF unique application systems availability. CPF Systems Administrator can inform users of availability. Additionally, the CPF Systems Administrator notifies local customers of system availability.

c. Server Administration:

- 1) AFPC/DPCXO: Provides system administration for numerous servers located at the AF regional center. AFPC/DPCXO assists local CPF system administrators as required.
- 2) CPFs: Operate local office automation servers in accordance with local operating procedures established by the local base Network Communications Center (NCC).
- 3) AFPC/DPCXO: Assists CPFs with initial completion of a System Risk Analysis (SRA) for local servers.
- 4) CPFs perform administration duties such as backing up the system, shutting down/powering up the server for power outages, checking mail and keeping system risk analysis updated. CPFs troubleshoot system problems and call AFPC for assistance.

d. Computer Security:

1) AFPC/DPCXO is responsible for subscribing to and monitoring the Air Force Website for computer security alerts, and maintaining spreadsheets with updates.

2) CPFs should identify applicability to local systems whenever possible and whenever an alert pertains to software/hardware unique to the base, i.e., anti-virus updates, mail programs, etc. CPFs will ensure timely implementation of Network Communication Center (NCC) guidance. CPFs are responsible for monitoring the AFPC spreadsheets frequently (at a minimum of weekly) and implementing patches/updates as required.

3) AFPC will identify applicability to UNIX/HP servers when modernization programs are involved. AFPC will relay applicability information and corrective actions to CPFs.

e. Software:

1) CPFs install the Oracle HR, CSU, and BO clients. AFPC/DPCXO assists local CPF system administrators as required.

2) Releases: Lockheed Martin will load all releases on the CPF servers. CPFs will load new client software on their customers' computers, BO releases will be published by DPCXO.

3) Assistance: All assistance calls for PALACE Compass systems software/hardware are called into the AFPC/DPC Helpdesk for resolution.

f. Continuity of Operations and Emergency Action Plan (COOP&EAP): AFPC has a COOP&EAP that allows for the continuance of our mission, allocation of resources, and to provide essential personnel functions to support the Air Force mission during contingency operations. Within the COOP&EAP, DPC has an Annex that references our Disaster Recovery Plan (DRP). The DRP is the road map for recovering information systems services. It is primarily intended for use where there is the potential for a significant service interruption. The civilian personnel flight (CPF) has the responsibility to complete their own COOP according to their base's instructions. We also have the AF Regional Service Center's Base-Level Emergency Recovery Assistance Package. This plan was developed to assist in the recovery and reestablishment of base-level civilian personnel services in the event of a catastrophic loss or situation requiring the evacuation of a CPF from their building. The basic premise of the plan is to provide immediate interim relief to the CPF by supplying items such as forms, regulatory material, personnel computers (PCs), software, etc. until the CPF has recovered from the contingency.

g. AFPC/DPCXO will identify base-line Commercial Off-the-Shelf (COTS) hardware/software requirements, install/configure, troubleshoot and resolve problems.

h. CPF will install/configure, troubleshoot and resolve hardware/software problems.

9. Survey, Acquisition, Maintenance Procedures:

a. Survey:

- 1) All CPF site surveys are completed. Periodic site evaluations will be conducted by AFPC/DPCXO on an as-needed basis.
- 2) AFPC/DPCXO is responsible for conducting a periodic follow-up with units to ensure required actions are completed prior to installations.

b. Acquisition:

- 1) AFPC/DPCXO has a Command, Control, Communications, and Computer Support Plan for FY00-05 in place that provides for the replacement of older equipment purchased by AFPC/DPCXO. The replacement of computers, servers, and printers purchased in FY96 began in FY00; equipment purchased in FY97 will be replaced in FY01, etc.
- 2) AFPC/DPCXO purchases computers based upon FY01 serviced strength numbers furnished by HQ USAF/DP-PC. Numbers may change from year to year.
- 3) AFPC/DPCXO adjusts number of computers as strength figures increase/decrease.
- 4) UNIX servers, LAN/network equipment (including NT servers), and personnel computers are shipped directly to the installation from the vendor.

c. Maintenance:

- 1) Maintenance for all HP UNIX servers is covered centrally by AFPC/DPCXO.
- 2) Personal Computers are initially purchased with three years of maintenance. After the initial period CPFs are responsible for maintaining personal computer contracts locally.
- 3) Cabletron network equipment is covered by central contracts and purchased initially by AFPC/DPCXO. Each installation calls Cabletron directly for problem resolution.

d. Inventory: All equipment purchased by AFPC/DPCXO is maintained in Information Processing Management System (IPMS) against codes specified in our 02 Dec 99 letter, subject: Automated Data Processing Equipment (ADPE) Accountability, from HQ AFPC/DPC to the MAJCOM Civilian Personnel Directors and CPOs.

10. Allocation of Functional Responsibilities Table:

Allocation of Functional Responsibilities Table		CPF	AFPC
KEY <i>J = Joint Responsibility</i> <i>P = Primary Responsibility</i> <i>S = Secondary Responsibility</i>			
1.	SYSTEM CONTROL/PERFORMANCE		
a.	Open System		P
b.	Process systems Oracle HR releases and Patches		P
c.	Monitor response times and system usage	J	J
d.	Establish a daily processing schedule		P
e.	Establish controls to enforce required security measures	J	J
f.	Process mass update transactions		P
g.	Monitor daily file maintenance		P
h.	Close and secure system	J	J
2.	TABLES (MAINTAIN CENTRAL & LOCAL TABLES)		
a.	Maintain current and accurate local tables	S	P
b.	Maintain Organizational hierarchy	P	S
c.	Maintain central tables		P
3.	COORDINATION		
a.	Maintain effective relationship with DSTI/LM		P
b.	Administrator and other systems managers	J	J
4.	PRODUCTS		
a.	Control product distribution and availability		P
b.	Print, review, and distribute computer products	J	J
c.	Ensure compliance with the Privacy Act	J	J
5.	SYSTEM PROBLEM/REJECTS		
a.	Research, validate, and report Modern DCPDS system problems	S	P
b.	Maintain log of Modern DCPDS workarounds published		P
c.	Assist in documenting problem reports.		P
d.	Monitor recovery procedures		P
e.	Research/correct rejects	S	P
f.	Process and monitor reconciliations	S	P
g.	Maintain quality of database	S	P

Allocation of Functional Responsibilities Table		CPF	AFPC
6.	DATA MANIPULATION		
a.	Develop group inquiries and other optional tools	J	J
b.	Prepare CIVCOST data	S	P
c.	Maintain schedule of recurring reports		P
d.	Maintain reports library	J	J
e.	Produce products/solutions to problems	J	J
7.	MANAGEMENT ADVISORY SERVICE		
a.	Advise CPOs and functional chiefs of ways to exploit the system	P	S
b.	Promote efficient use of the system by monitoring reports to eliminate duplicate requests or unnecessary copies	J	J
c.	Promote efficient use of the system by advising functional chiefs when and how input could be more effectively performed through pseudo-remote	S	P
d.	Promote efficient use of the system by recommending to CPOs logical priority of processing when requirements exceed available resources		P
e.	Advise the CPOs and functional chiefs of system changes, system problems, etc.	J	J
f.	Evaluate system change recommendations		P
g.	Maintain a current contingency plan, OIs, and checklists	J	J
8.	LOGINS		
a.	Create/maintain Unix logins	P	S
b.	Create/maintain NT Server logins	P	S
c.	Create/maintain Oracle local CSU logins	P	S
d.	Create/maintain RSC CSU logins		P
e.	Create/maintain Oracle HR CSU logins		P
f.	Create/maintain BO logins		P
9.	REFRESHES		
a.	Monitor refresh process		P
b.	Notify users of system availability	J	J
10.	SYSTEM ADMINISTRATION		
a.	Back up system	P	
b.	Killing processes		P
c.	Check logs and mail	P	
d.	Shut down/power up servers	P	
e.	Troubleshoot system, reporting problems to AFPC	P	S

Allocation of Functional Responsibilities Table		CPF	AFPC
11.	SOFTWARE		
a.	Install client software	P	
12.	SERVER ADMINISTRATION		
a.	Administer Systems AF-Wide		P
b.	Operate Local Servers	P	
c.	Complete Risk Analysis	J	J
d.	Monitor & Implement computer security alerts and notifications	J	J
13.	CONTINGENCY OF OPERATIONS PLAN (COOP)		
a.	Provide instructions for Urgent Actions		P
b.	Complete COOP per base's instructions	P	
14.	Oracle HR		
a.	Create/maintain Oracle HR logins		P
b.	Complete Userid request form	P	
c.	Install Oracle HR software	P	
15.	ACQUISITION & MAINTENANCE PROCEDURE		
a.	Coordinate equipment acquisition and delivery		P
b.	Provide assistance during LAN Install		P